

YEAR 2003 COLLECTIONS FRANKLIN COUNTY CSEA

ADC	\$ 2,108,744.35
Non ADC	134,259,791.82
Non IV-D	54,951,766.94
Sub Total	\$ 191,320,303.11
Processing Charges	2,918,156.86
Total	\$ 194,238,459.97

IRS Offset	\$ 6,572,086.97
State Offset	973,981.32
Unemployment Compensation	2,598,682.32
Wage Withholding	146,857,518.83
Collections Other Means by County	27,692,152.91
Cash	3,722,616.43
Collections from Other State IV-D Agencies	2,903,264.33
Sub Total	\$ 191,320,303.11
Processing Charges	2,918,156.86
Total	\$ 194,238,459.97

CASELOAD STATISTICS AS OF DECEMBER 31, 2003

Public Assistance Cases	15,061
Former Public Assistance Cases	11,413
Non-Public Assistance Cases	49,727
Title IV-E Cases	162
Arrears Only Cases	5,185
Non IV-D Cases	6,924
Undefined	79
Total Number of Cases	88,551

COLLECTIONS/OPERATING COSTS RATIOS

Year 2003: \$12.57 collected for every CSEA dollar spent
 Year 2002: \$12.17 collected for every CSEA dollar spent
 Year 2001: \$12.28 collected for every CSEA dollar spent
 Year 2000: \$11.97 collected for every CSEA dollar spent

Franklin County Board of Commissioners
Arlene Shoemaker • Dewey R. Stokes • Mary Jo Kilroy

Franklin County Child Support Enforcement Agency
80 East Fulton Street, 1st Floor, Columbus, OH 43215



To the Citizens of Franklin County:

We're pleased to present the Franklin County Child Support Enforcement Agency's 2003 Annual Report. Last year marked another milestone year in the delivery of child support services to parents and children here in Franklin County. Once again, collections rose to a record high as we continued to use all available enforcement techniques against those who attempt to avoid the financial support of their children.

Here in Franklin County, as this report will demonstrate, we are committed to the notion that the children of our community who are owed a support obligation, receive their child support payments on a regular basis. We're constantly assessing our performance and exploring new management protocols to keep up with the continuing challenges of this very demanding profession.

Last year our CSEA undertook two major initiatives designed to enhance productivity and create better outcomes for our clients. The first of these was the reorganization of our Litigation Department—a restructuring that reduced costs and streamlined our court processes. The second initiative was the creation of a specialized interstate unit. This move has given us more leverage in handling our more difficult cases.

Our child support staff of 280 hardworking individuals is the real author of this report. Their efforts last year resulted in a collections tally that topped 191 million dollars. It's been another "best ever" year for the agency, yet there continues to be a pressing need to diminish existing support arrearages.

The agency's goal for 2004 will continue to be collecting more money for more Franklin County families. The Franklin County Board of Commissioners is fully committed to strengthening families and ensuring the health and welfare of the County's children.





YEAR 2003 INITIATIVES

Litigation Department Reorganization – In an effort to reduce costs and streamline our court related processes, the agency’s Litigation Department underwent a complete reorganization during 2003. Through this restructuring, the department went from four managers and seven line attorneys to one manager and ten line attorneys. Year-end statistics included the following impressive figures: 8,447 court hearings, 206 bond hearings, 671 paternities established, 1,676 support orders established, 558 contempt hearings, 313 jail sentences enforced and 381 civil arrest warrants issued.

Creation of a Specialized Interstate Unit – To streamline the enforcement of interstate cases the agency created a specialized interstate unit during 2003. Traditionally, these cases have been the most difficult to enforce, due to the complex and highly specialized nature of enforcing Franklin County support orders against obligors who have moved out of state. Clients who depend upon the agency to enforce their interstate cases will now have support officers devoted solely to enforcing this very select group of cases.

Administrative Lien Program – Last year the agency began the practice of placing administrative liens against real and personal property of individuals determined to be in default on their child support obligations. Agency support officers filed 99 liens with the Office of the Franklin County Recorder during 2003.

Data File & Document Conversion – The agency converted all of its ongoing data files and business documents from the Corel suite of software to Microsoft products in anticipation of an upcoming conversion to Microsoft operating systems by the state. This system change was accomplished within a three-month period. Columbus State Community College conducted agency-wide training on the new products and provided the conversion software.


Monitoring Incoming Calls – The agency purchased and installed a call monitoring system in its client information sections during 2003. This new system has helped us to enhance customer service delivery. Our supervisors perform random checks of the system to monitor how well our workers are doing and in response to any complaints we may receive.

ONGOING INITIATIVES

Posting Record Numbers of Arrests – On the enforcement front, deputies assigned to the Child Support Enforcement Unit of the Franklin County Sheriff’s Department arrested 297 child support offenders during 2003. Two hundred thirty-one of these arrests were made on criminal non-support (CNS) warrants. Since 1992, our efforts to obtain both civil and criminal warrants have resulted in the apprehension of 2,795 child support offenders.

CNS Referrals and Indictments – During 2003, the CSEA referred 346 cases to the Franklin County Prosecutor for criminal non-support review. These cases represent the most serious instances of negligence in the child support arena. Of that number, the Franklin County Prosecutor was successful in obtaining 213 indictments with another 128 cases in the pipeline and pending at year’s end.

CSEA Web Site – Last year 71,494 visitors logged on to our Web site to obtain information about the agency and the child support program. This was a 222 percent increase in Web traffic from the previous year. Additionally, the number of monthly, client e-mail queries coming into the agency increased from 90 per month to over 200 per month.

 This medium is proving itself to be an extremely useful tool for clients wishing to communicate with their support officers. During 2004, all county agencies including the CSEA will undergo a Web site reconfiguration. This rework is intended to make the sites more user friendly.

Data Matches with Financial Institutions – The CSEA continued last year to be among the top performers in the state in Financial Institution Data Match (FIDM) collections. During 2003, agency support officers sent out approximately 147 withdrawal directives each month under this program and generated additional monthly collections of approximately \$92,000. The FIDM program enables our support officers to locate accounts maintained by financial institutions operating throughout the country which belong to non-custodial parents who are delinquent in paying their child support obligations.

Driver’s License Suspension Program – During 2003, Franklin County posted the second highest number of driver’s license suspensions among all Ohio CSEAs. The agency implemented this program (which targets obligors who are in default on their child support obligations) in November 2001. Last year agency support officers suspended 7,563 Ohio driver’s licenses.

Passport Denials – During 2003, the agency continued submitting names of obligors who were in default on their child support orders to the State Department for passport denial. Passport denial is an enforcement tool used by agency support officers in cases where the child support debt is greater than \$5,000. Though difficult to track for effectiveness, we’ve seen a number of obligors come forward to settle their arrearages once they’ve been notified that their passport applications had been denied.

Administrative Hearings – The five hearing officers working in the agency’s administrative hearing unit conducted 1,814 hearings during 2003 to resolve a variety of child support issues. Matters that are resolved administratively before agency hearing officers without resorting to a lengthy court process include the following:

Mistake of Fact Determinations	Emancipations/Terminations
Support Order Establishment	Determinations of Arrears
Support Order Reviews/Adjustments	Health Insurance Determinations

QA Unit Absorbs Training Function – Our agency trainers found a new home during 2003 when they became part of the agency’s Quality Assurance unit. The monthly quality assurance reports have enabled our trainers to spot areas of performance weakness and to devise curricula to remedy these shortcomings. The QA unit continued to review all agency generated documents last year and finished the year with a 99% rate of acceptance by the court. The unit also updated the agency’s procedures manual during 2003 and continued its data entry verification audits.

UPCOMING INITIATIVES

Debit Cards to be Offered to Custodial Parents – In June of 2004, Franklin County will participate along with five other Ohio counties in the rollout of a new method for child support recipients to receive their payments. This new payment option involves receiving child support payments through a MasterCard debit card account. This new service, referred to as Ohio e-QuickPay, is aimed at individuals who are unable to participate in the state’s Electronic Funds Transfer program because they do not have savings accounts, often due to their inability to meet minimum deposit requirements.

Agency to Conduct a Workplace Climate Assessment – During the summer of 2004, all CSEA staff members will participate in a workplace climate assessment. This survey is a joint, labor/management effort and will be conducted with the assistance of the Columbus Area Labor-Management Committee. Its purpose is to assess employee perceptions on a wide variety of issues that affect job effectiveness. Results of this survey are expected enhance operations through the creation of a better working environment.